



*Congress of the United States
House of Representatives
Washington, D.C. 20515*

*Anna G. Eshoo
Eighteenth District
California*

December 9, 2020

Mr. David N. Watson,
President and CEO of Comcast Cable
Comcast Corporation
1701 John F. Kennedy Boulevard
Philadelphia, Pennsylvania 19103

Dear Mr. Watson,

I read with great disappointment that Comcast is raising broadband prices in the middle of the pandemic and expanding its data cap to additional states. I write to you today to request a delay of any price increase and enforcement of your data cap until after the pandemic.

COVID-19 has wreaked havoc on our economy and our nation's families. Over ten million Americans are unemployed,¹ and millions more have experienced pay cuts. During this time broadband has proven more necessary than ever as children participate in distance learning, adults transition to remote work, and much of healthcare is delivered through telehealth.

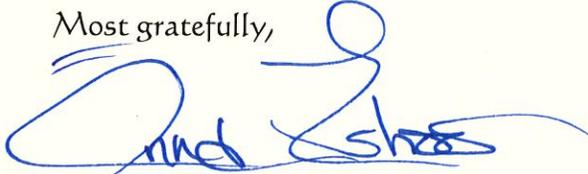
At the end of November, Comcast provided notice to customers that broadband prices will increase by \$3 per month, effective January 1, 2021.² TV users will also experience a price hike of a few dollars per month, complicated by the industry's practice of confusing fee structures. I understand that customers of bundled broadband and TV service will also experience a price increase. This price hike is even more problematic because Americans already pay more for broadband than people in other developed countries in Europe and Asia, as a recent *New America* study reconfirmed.³

To add insult to injury, Comcast is expanding its monthly data cap to a dozen additional states.⁴ Data caps – even Comcast's seemingly high cap of 1.2 TB – are more likely to impact a household with multiple children participating in remote learning, as well as adults using video conferencing for work, since all of these applications require significant data.⁵

I'm astonished and disappointed that Comcast is making these changes in the middle of a pandemic. I fully appreciate the work Comcast does for low-income consumers through its Internet Essentials program, however, middle class families and all Americans are also struggling immensely right now. On their behalf, I ask that you delay price hikes and enforcement of data caps until after the pandemic.

I look forward to your timely response.

Most gratefully,



Anna G. Eshoo
Member of Congress

cc: Mr. Rich Jennings, President of the West Division

¹ "The Employment Situation" (Bureau of Labor Statistics, December 4, 2020), <https://www.bls.gov/news.release/pdf/empsit.pdf>.

² Jon Brodtkin, "Comcast Raising TV and Internet Prices, Including a Big Hike to Hidden Fees," *Ars Technica*, November 25, 2020, <https://arstechnica.com/information-technology/2020/11/comcast-raising-tv-and-internet-prices-including-a-big-hike-to-hidden-fees/>.

³ Becky Chao and Claire Park, "The Cost of Connectivity 2020" (New America's Open Technology Institute, July 2020), <http://newamerica.org/oti/reports/cost-connectivity-2020/>.

⁴ Kim Lyons, "Comcast to Impose Home Internet Data Cap of 1.2TB in More than a Dozen US States next Year," *The Verge*, November 23, 2020, <https://www.theverge.com/2020/11/23/21591420/comcast-cap-data-1-2tb-home-users-internet-xfinity>.

⁵ Rob Pegoraro, "Comcast's 1.2 TB Data Cap Seems like a Ton of Data—until You Factor in Remote Work," *Fast Company*, December 2, 2020, <https://www.fastcompany.com/90580656/comcast-data-cap-remote-work>.